

新型コロナウイルス感染防止対策について

1.感染防止ポイント

- 出発前・旅行中・旅行終了後を通してお客様およびツアーに係るスタッフの体調確認を実施します。
- 密閉・密集・密接を回避する旅行を提供します。
- 感染防止対策が徹底されていることを事前調査し、安心してご利用いただける施設・運輸機関を利用します。
- 旅行実施における「感染リスクが高まる場面」を想定した対策をおこないます
- 添乗員はツアー出発の7日前から毎日検温を行い、その結果を乗員健康確認シートで提出し、体調チェックを徹底します。体調不良や濃厚接触の疑いが判明した場合は、速やかに添乗員を交代します。
- ガイド付観光の場合は、密集・密接を避けるために、必要に応じてイヤホン付きガイドレシーバーを利用します。また、行程に自由行動を組み込むなど、観光地では長めの滞在時間を確保します。
- 宿泊施設に対しては、対面接客時の飛沫防止、大浴場やレストランなど多くの宿泊客が利用する場所での人数制限や時間差利用などの対策が講じられているかを確認します。
- 食事施設は、飛沫防止を考慮した配席と1m以上の間隔が確保されている、または飛沫防止パネルの設置やグループ毎のテーブル利用および換気状態を確認します。バイキング提供の場合は、小皿盛り・係員による取り分け・トングの取り換え・使い捨て手袋の設置などの対策を確認します。
- バスは、乗降口に消毒液を設置します。バス走行中は外気導入モードを作動させ、停車中は窓開けによる換気を実施し、乗降口の手すりなど共用部分の消毒をおこないます。
- その他すべての利用施設・運輸機関において、各業態別ガイドラインに沿った基本的な三密回避、飛沫対策、清掃・消毒が実施できている施設を選定し利用します。

2.お客様へのお願い

- 旅行参加前後を含め、感染リスクが高まる「5つの場面」を避け、感染対策の実施を徹底してください。出発日の7日前から発熱・呼吸困難・せき・のどの痛み・息苦しさ・胸の痛み・倦怠感・味覚、臭覚異常の症状や海外渡航歴、新型コロナウイルス感染または濃厚接触の疑いがある場合は、旅行の参加をお断りします。お預かりしております旅行代金は全額を返金（イベント参加規約対象商品を除く）させていただきますので、判明次第、当社までご連絡ください。
- ツアー中、お食事前後の会話時も含め、常にマスクを着用してください。
- 手指消毒は、入場（室）時だけでなく、退場（室）時もおこなってください。
- マスク・うがい薬・除菌シートなどの感染防止用品はお客様ご自身で持参ください。
- 個人旅行の場合、利用運輸機関・施設独自で検温や健康確認を実施する場合がありますのでご協力ください。
- 旅行終了後7日以内に新型コロナウイルスに感染された場合は、必ず当社までご連絡ください。

3.添乗員付きツアーに関して

▪ 添乗員付きツアーでは、出発日集合地の受付時に検温と健康状態の申告にご協力いただきます。

ご旅行当日の受付時は検温、健康状態の確認・参加条件の確認のため混みあいます。

▪ 検温はお客様全員にお願いしますが、健康状態の確認や証明書類は可能な限り代表者様がまとめてご申告、ご提示ください。

▪ ツアーお申し込み後、出発日の前日から数えて7日以内に発熱・せき・のどの痛み・息苦しさ（呼吸困難・胸の痛み）・倦怠感・臭覚・味覚の異常などの症状がある場合や、出発日において、保健所などから行動制限を受けている場合は、ワクチン2回以上接種済およびPCR検査陰性または抗原定量検査の結果にかかわらず、ご旅行の参加をお断りさせていただきます。その場合、お預かりしております旅行代金全額を後日返金させていただきます。

▪ 健康状態の確認における症状に該当するお客様で、その症状が既往症によるものであり、旅行参加を希望される場合は、医師の診断を受け旅行参加の許可を得ていただく必要があります。医師の判断で、旅行の参加許可を受けている場合は、出発日当日、受付係員にご申告ください。ご申告内容によってはご旅行の参加をお断りする場合がございます。

▪ バス車内での食事、飲酒は禁止です。

▪ 必ずマスクを着用し大声での会話はお控えください。

*コースによっては、お客様の利便性を考慮し、バス車内での弁当を用意する場合があります。その際は、手指消毒や黙食など感染症対策へのご協力をお願いします。

▪ 食事会場では食事中以外はマスクを着用し、お酒は飲みすぎず大声での会話はお控えください。

▪ 客室でも同居されているご家族以外の方と同室利用の場合、就寝時以外はマスクを着用し、宴会はお控えください。

▪ 宿泊施設の内外を問わず、不特定多数の人が利用し、狭い空間で飛沫が拡散するカラオケスナックなどの利用はお控えください。

▪ 手荷物の積み込み・運搬や写真撮影は接触機会を避けるために、お客様ご自身でお願いします。

▪ 出発前、旅行中、旅行終了後を通して感染リスクを避け、思い出深い旅行をお楽しみください。

Measures to prevent new coronavirus infection

1. Points to prevent infection

- We will check the physical condition of the customer and the staff involved in the tour before departure, during the trip, and throughout the end of the trip.
- We provide travel that avoids sealed, crowded and close proximity.
- We will conduct preliminary investigations to ensure that infection prevention measures are thorough, and use facilities and transportation facilities that can be used with peace of mind.
- We will take measures assuming "situations where the risk of infection increases" in the implementation of travel
- The tour conductor will take the temperature every day from 7 days before the departure of the tour, submit the result on the occupant health confirmation sheet, and thoroughly check the physical condition. If it is found that you are unwell or have a close contact, we will promptly replace the tour conductor.
- For guided sightseeing, use a guide receiver with earphones if necessary to avoid crowding and close contact. In addition, free movement is incorporated into the itinerary, etc., and a longer stay time is secured at tourist spots.
- For accommodation facilities, we will confirm whether measures are in place such as preventing splashes during face-to-face meetings, limiting the number of people in places used by many guests, such as public baths and restaurants, and using staggered times.
- Buses will install disinfectant solutions at the entrances and exits. The outside air introduction mode is activated while the bus is running, ventilation is carried out by opening the windows when the bus is stopped, and common areas such as handrails at the boarding and exiting exits are disinfected.
- In all other facilities and transportation organizations, we will select and use facilities that have implemented basic three-way avoidance, splash countermeasures, and cleaning/disinfection in accordance with the guidelines for each business type.

2. Requests to Customers

- Please avoid the "five situations" that increase the risk of infection, including before and after participating in the trip, and thoroughly implement infection control measures.

If you have symptoms of fever, difficulty breathing, cough, sore throat, breathlessness, chest pain, malaise, sense of taste, odor abnormality, overseas travel history, or if you suspect that you have been infected with the new coronavirus or close contact from 7 days before departure date, you will be refused participation in the trip. The full amount of the travel fee we have in custody will be refunded (excluding products subject to the event participation agreement), so please contact us as soon as you find out.

- Please wear a mask at all times during the tour, including during conversations before and after meals.
- Please disinfect your hands not only at the time of entry (room) but also at the time of exit (room).
- Please bring your own infection prevention products such as masks, mouthwashes, and disinfectant sheets.
- In the case of individual travel, please cooperate because the transportation institution / facility itself may conduct temperature checks and health checks.
- If you are infected with the novel coronavirus within 7 days of the end of your trip, please be sure to contact us.

3. Tour with tour conductor

- For tours with tour conductors, you will be asked to take your temperature and declare your health status at the reception desk on the day of departure.

At the reception on the day of travel, it will be crowded to check the temperature, check the health condition, and confirm the conditions for participation.

- We ask all customers to take their temperatures, but please declare and present the confirmation of health status and documentary evidence together by the representative as much as possible.
- After applying for the tour, if you have symptoms such as fever, cough, sore throat, breathlessness (breathing difficulty, chest pain), malaise, odor, abnormal sense of taste within 7 days counting from the day before the departure date, or if you are subject to movement restrictions from a public health center etc. on the day of departure, regardless of the result of the PCR test negative or antigen quantitative test, We will refuse to participate in the trip. In that case, we will refund the full amount of the travel fee we have in custody at a later date.
- If you are a passenger who has symptoms for checking your health status and you wish to participate in the trip because of a pre-existing condition, you will need to be examined by a doctor and obtain permission to participate in the trip. If you have permission to participate in the trip at the discretion of your doctor, please report it to the receptionist on the day of departure. Depending on the contents of the declaration, participation in the trip may be refused.
- Eating and drinking alcohol on board the bus is prohibited.
- Please be sure to wear a mask and refrain from talking loudly.

*Depending on the course, in consideration of customer convenience, we may prepare a packed lunch on the bus. In that case, we ask for your cooperation in measures against infectious diseases, such as hand sanitizer and silent eating.

- At the dining venue, please wear a mask except during meals, do not drink too much, and refrain from talking loudly.
- If you are sharing a room with a person other than a family member who lives with you, please wear a mask except when you are sleeping, and refrain from banqueting.

- Regardless of whether it is inside or outside the accommodation facility, please refrain from using karaoke snacks that are used by an unspecified large number of people and where splashes spread in a small space.
- Please load and transport your baggage and take photographs by yourself to avoid contact with them.
- Enjoy a memorable trip before departure, during the trip, and throughout the end of the trip, avoiding the risk of infection.

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